

SECTION 6

Creating and Submitting the TCM Summary Invoice

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How to Prepare a TCM Summary Invoice

To claim reimbursement for Targeted Case Management (TCM) encounters, the Local Governmental Agency (LGA) must submit a TCM Summary Invoice (invoice) that has been generated from the TCM System (System). An invoice is a summary of claims for TCM encounters from one program type that have service dates falling within one quarter of the State fiscal year (July 1 through June 30). The System produces separate invoices by quarter and program type. The System also produces separate invoices by the rate of reimbursement each encounter is assigned according to the number of months that passed between the encounters' dates of service and the date the invoice was created.

This section presents the steps involved in creating and submitting the TCM invoice. For detailed information about the TCM System please visit the TCM training website at <https://tcm.dhs.ca.gov>, and enter the training section. Online training is available on this subject.

Prerequisites for Creating the Invoice

After the annual TCM Cost Reports for an LGA's programs have been approved and the new Encounter Rates have been entered into the TCM System, the LGA can create Summary Invoices. Only an LGA Administrator (see Section 5) can create an invoice. The LGA Administrator is responsible for ensuring that the encounters attached to an invoice are appropriate for claiming federal reimbursement and that the encounters have been entered correctly into the TCM System.

To create an invoice, log onto the TCM System, click on the "Invoice" folder icon on the left margin of the screen, and click on the "Create" page icon that appears beneath the Invoice folder icon. On the "Create Invoice" page, either

1. Choose a program type and a timeframe in which the encounters took place or
2. Choose a program type and manually enter a range of dates between which the encounters took place.

The TCM System automatically includes all "claimable" encounters up to the time selected or in the range of dates entered manually. Carefully check that you have selected the correct program and dates, then click the "Create" button. The "Invoice Creation Results" page will appear. Carefully review the data on this page before proceeding. Click the "View" link in the center of the page to see how the invoice will appear when it is printed. After reviewing the data on this page, click the "Save" button if you want to finalize the invoice at a later time, the "Submit" button if you want to finalize the invoice for printing, or the "Cancel" button if you want to start over.

Pursuant to Welfare and Institutions (W&I) Code Section 14115, for encounters to be reimbursed at the 100 percent rate, invoices must be created **and** postmarked within six months after the month in which the encounters were conducted (the encounters' dates of service). The System will automatically reduce by 25 percent invoices created seven to nine months after the month of the encounters' dates of service. The System will

automatically reduce by 50 percent invoices created 10 to 12 months after the month of the encounters' dates of service.

Printing the Invoice

The invoice must be printed on the LGA's letterhead. When printing the invoice, please ensure that the printer has been loaded with LGA letterhead. Invoices will not be accepted unless they are on LGA letterhead.

The System will print the invoice with the LGA name and number, Provider Agreement Number, Period of Service, and Invoice Number at the top of the Summary Invoice. The System will print the Target Population, number of encounters that have been invoiced, encounter rate, and reimbursable amount in the next section. The reimbursable amount is multiplied by the Federal Medical Assistance Percentage (FMAP) rate in effect during the dates of service to determine the Total Federal Share for the invoice.

If the invoice amount exceeds the LGA's cap (described in Section 4) for that program and fiscal year, the System will reduce the invoice amount to keep the program's "Total Federal Share" at or below the amount of the cap.

Type or print the full name and title of the person signing the invoice. The person who signs must be either the TCM Coordinator or his or her designated alternate. A TCM Coordinator can designate alternates by writing a letter or sending an email to DHS identifying the alternate signer by his or her name and title. The authorized signer must sign and date the Summary Invoice using **blue** ink. Electronic signatures are not allowed. Whiteout is also prohibited; corrections must be made by crossing out the error, writing in the correction, and initialing the correction.

The State Controller's Office issues the payment to the LGA Treasurer. The remittance advice will identify that the payment is for TCM, which invoice(s) have been paid with this check, and the amount.

Mailing the Invoice

Please send a cover letter along with the invoice. The letter should identify the invoice(s) enclosed and any special instructions. This will allow DHS to verify what invoices have been sent and to identify any missing invoices. Do not send copies of the invoice or cover letter. Do not staple the invoices or cover letters; staples may result in damage to important information on the invoice and make the invoices difficult to process.

DHS considers the submittal date to be the **postmark date**. Therefore, if the invoice is postmarked in a different month than it was created, DHS will adjust the invoice pursuant to W&I Code 14115. Each year, DHS releases a new Policy and Procedure Letter (PPL) updating the specific dates by which LGAs must have postmarked their invoices in order for the invoices to be reimbursed at the maximum rate.

For regular mail, send the invoices to:

Department of Health Services
Medi-Cal Benefits Branch
Local and Schools Services Unit/TCM
1501 Capitol Avenue, MS 4603
P.O. Box 997413
Sacramento, CA 95899-7413

For express/overnight mail, use this address:

Department of Health Services
Medi-Cal Benefits Branch
Local and Schools Services Unit/TCM
1501 Capitol Avenue, Suite 71.4001
Sacramento, CA 95814

Mailing labels with this address are available online at www.dhs.ca.gov/tcm. The mailing labels are formatted to print on Avery 5162 labels.

TCM Encounter Reviews

DHS periodically reviews each LGA's encounter data for unusual statistical patterns, such as higher-than-expected numbers of encounters performed by one case manager in one day, multiple case managers providing TCM services to the same client, and higher-than-expected numbers of duplicate encounters (with or without valid reasons). DHS analysts follow up on such patterns of data by conducting a desk review or a site review.

In a desk review, the analyst requests photocopies of LGA case records and encounter logs. The LGA Coordinator must ensure that these photocopies do not include confidential client contact information, such as client name or Medi-Cal ID numbers, as required by the Health Insurance Portability and Accountability Act (HIPAA). After blacking out confidential information, the LGA Coordinator must identify the requested documents by their encounter ID numbers and mail them to DHS at the address given above. The analyst will evaluate the documentation, contacting the LGA Coordinator for clarification, and determine the amount of offsets, if any, that may need to be made to future invoices.

In a site review, DHS staff visit the LGA in person. Prior to this visit, DHS staff contact the LGA to establish a date for the site review, provide the LGA with copies of questions it will raise with LGA staff, request that specific LGA staff be available for interviews, and request that the LGA make available client case records and encounter logs for the specific TCM program and period in question. DHS staff interview selected case managers, supervisors, and other staff who support TCM to identify the breadth of training and knowledge staff have received on the TCM program, how the LGA ensures nonduplication of claims for TCM, how the LGA's TCM case managers provide TCM services, how the LGA maintains TCM case records, and how TCM claims are

processed through the LGA. Following the site review, DHS staff provide the LGA with a summary of its findings. These findings may result in requests for comprehensive internal TCM encounter reviews and in offsets to future TCM invoices.

For further information on site reviews, please see PPL 03-003 on the TCM website.